



2020 Webinar Series

Schedule a Manager

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PUBLIC

Disclaimer

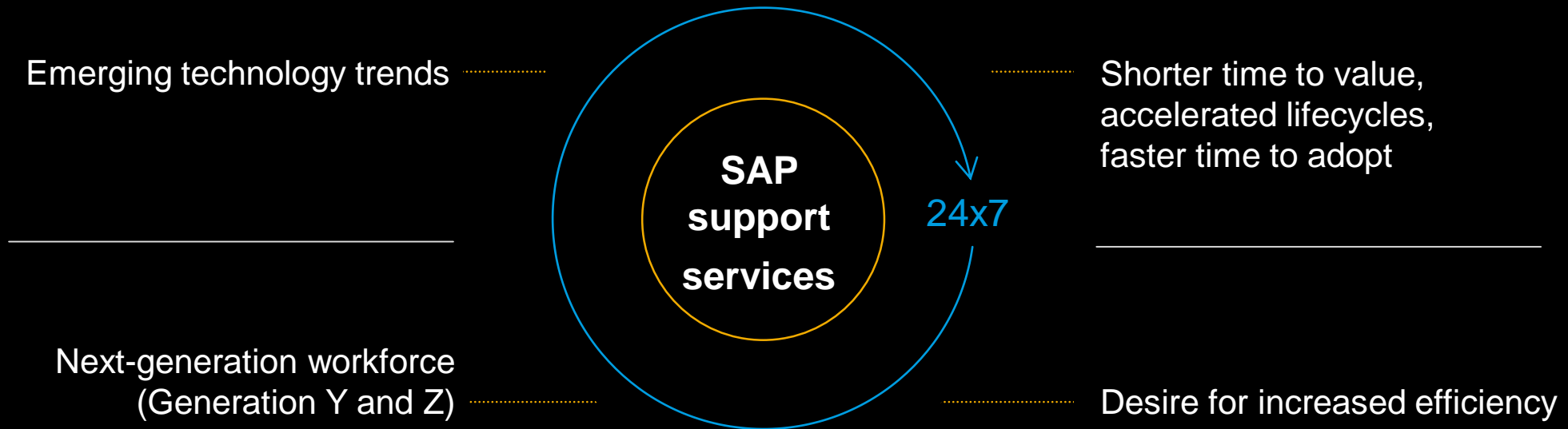
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The world is changing. Digital technologies are everywhere

Drivers and implications for SAP support services



Internet of Things



Social



Big Data



Cloud



Machine learning



Hyper-connectivity



Mobile



In-memory computing

Our vision of the digital support experience



You should never have to ask a question.

Our collective focus with product development is to achieve high-quality, intuitive products that **anticipate** your needs.



If you have questions, it's quick and easy to get answers.

Access to SAP's comprehensive knowledge base notably **accelerates** your path to accurate answers when you need them.



Our support experts will provide you with solutions quickly.

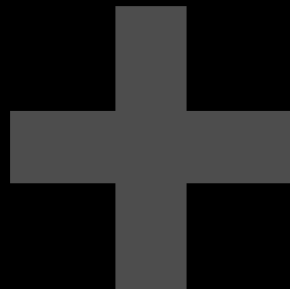
Our highly skilled engineers **collaborate** with you to help ensure you are successful – providing fast, easy access to the answers you need.

Live Business needs live support

Next-Generation Support for the intelligent enterprise

Traditional Support

Industry-leading proactive and preventive support across all deployment scenarios



Next-Generation Support

Groundbreaking support for the intelligent enterprise



Self-service and incident prevention

to avoid incidents



Real-time interaction

to speed your time to issue resolution



Digital support experience

to seamlessly integrate with built-in support



Artificial intelligence and machine learning

to accelerate paths to relevant answers

Next-Generation Support for the intelligent enterprise

Real-time interaction



Real-time interaction.

We offer real-time support channels with live and direct access to SAP's support experts, creating a faster and more direct route to issue resolution – anytime, anywhere, and from any channel.

- Expert Chat
- Schedule an Expert
- **Schedule a Manager**

Schedule a Manager

At-a-Glance



What is Schedule a Manager?

- Schedule a Manager is a new real-time channel, giving customers the ability to schedule a 15-minute call with a Product Support manager.
- Customers can raise management attention to a service exception, regardless of their contract type.
- The service is free of charge.
- Schedule a Manager launched on January 28th 2020 for all SAP Solutions.
- SAP SuccessFactors, SAP Business ByDesign and SAP Cloud for Customers will be available in the near future.

Why now?

- **Customer demand:** Our customers want to speak directly to a real person who can help them. We listened to your feedback.
- **Escalation prevention:** By speaking to a manager, we can greatly reduce the chance of issues escalating.

Schedule a Manager

At-a-Glance



How will this be implemented?

- Established set of conditional criteria to frame the Schedule a Manager requests.
- Available on qualifying incidents in the SAP ONE Support Launchpad.
- Schedule a Manager sessions require a minimum lead time of 2 hours.
- Once booked, customers can expect a phone call at the scheduled time.

Who can request a manager call?

- Customers will be able to submit requests via SAP ONE Support Launchpad.

Qualifying Criteria

- ✓ **High** priority
- ✓ At least **2 days since creation**
- ✓ Manager availability
- ✓ Processing **owned by Product Support**

Schedule a Manager

Key benefits

Direct Manager Access

Speak **directly** to a Product Support manager who can **positively influence** the outcome of your issue.

Easy to Use

Simple, efficient method to schedule a phone call at a time that suits you.

Real-time Support

More enhanced, **real-time communication** with SAP's Product Support Management.

Greater Customer Insights

Enable Product Support managers to **get to know our customers better**, so we can provide a better support model.



How it works: demo



Q&A

Open Forum

A chalkboard with the text "Any Questions?" written in white chalk. The text is written in a casual, handwritten style. The word "Any" is on the top line, and "Questions?" is on the bottom line. The chalkboard has a dark, textured background with some faint, illegible markings.

Attachments



Live Business needs live support

Next-Generation Support for the intelligent enterprise



Self-service and incident prevention

[Next-Generation Support](#) has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- [SAP Support Portal](#)
- [SAP Knowledge Base Articles \(KBAs\) via Google search](#)
- [Automatic translation](#)
- [SMS notifications](#)
- [Guided Answers](#)
- [SAP BusinessObjects BI support tool](#)
- [Automated search for SAP Notes](#)
- [Performance Assistant](#)
- [SAP Community](#)
- [Support by Product](#)



Real-time interaction

We offer real-time support channels with live and direct access to SAP's support experts.

- [Expert Chat](#)
- [Schedule an Expert](#)
- [Ask an Expert Peer](#)
- [Schedule a Manager](#)
- [Call-1-SAP & Customer Interaction Center \(CIC\)](#)



Digital support experience

Benefit from a seamless and intuitive omnichannel support experience with personalized, context-sensitive support when and where you need it.

- [SAP ONE Support Launchpad](#)
- [Incident creation application](#)
- [Social Media integration](#)
- [Built-in support](#)
- [Cloud Availability Center](#)
- [SAP Cloud Trust Center](#)



AI / Machine Learning

SAP constantly innovates to improve our products and provide you with a world-class support experience.

- Thought leadership
- Artificial Intelligence / Machine Learning
- [Incident Solution Matching](#)

Real-time interaction

Schedule a Manager for high priority incidents



Schedule a Manager for high priority incidents enables you to schedule a 15-minute call with an SAP Product Support manager to help manage or prevent potential service exceptions

Overview

- 15 minute call booked with a Product Support manager from the related product area
- Available for incidents within Product Support
- Incident is on high priority for at least 2 days
- Book an appointment minimum 2 hours in advance
- Sessions delivered via phone
- Click [here](#) to learn more, or check this [FAQ](#)

Benefits

- Have live one-on-one discussion on your high priority incident with a Product Support manager
- Schedule a call at a time that is convenient for you and matches with the availability of the manager
- Experience a more enhanced communication with SAP's Product Support management

Access

- *Schedule a Manager* button appears in the incident editing page in SAP ONE Support Launchpad and is active when the following conditions are met:
 - The incident has been at priority High for at least 2 days
 - The incident is within Product Support
 - A Product Support manager is available for the session
- Click the *Schedule a Manager* button and then click *Book a Session*
- Add the appointment to your calendar and receive your callback at the scheduled time

Preview

Please note: this service is not offered for incidents processed within development support !



More information on SAP Support and the Next-Generation Support approach

Next-Generation Support

[SAP Support Portal](#) | Next-Generation Support landing page ([SAP Support Portal](#))

Press release and analyst guidance

Article: SAP Personalizes Support and Services for the Intelligent Enterprise ([SAP News Center](#))

Press Release: Next-Generation Support from SAP Leverages Machine Learning and AI to Improve Customer Experience ([SAP News Center](#))

Article: Your Customer Support Experience Is Your Brand ([SAP News Center](#))

Article: The Ingredients of an Award-Winning Support Experience ([SAP News Center](#))

Article: Live Business Needs Live Support: SAP Support is Award Winning, ([SAP News Center](#))

Article: Award-winning SAP Support Portal and Next-Generation Support services, Interview with Andreas Heckmann, Head of Support Delivery ([SAP News Center](#))

Press Release: SAP Brings Built-In Support to SAP S/4HANA Cloud ([SAP News Center](#))

Press Release: Next-Generation Support Expansion ([SAP News Center](#))

Blogs

Article: Intelligent Swarming: How Collaboration Can Enhance Customer Service ([SAP News Center](#))

Article: The Xs and Os of a Next-Generation Support Experience ([SAP News Center](#))

Article: Are Traditional Management Models Evaporating? ([SAP News Center](#))

Article: Bringing B2C Principles to B2B Services and Support ([SAP News Center](#))

Article: The Future of Support Services – Get Ready for an Automation Storm ([SAPInsider](#))

Article: How does SAP support work for hybrid platforms in the digital age? ([SAP Community](#))

Blog: Bringing Choice Beyond the Commute Through SAP's Omni-Channel Support ([LinkedIn](#))

Blog: Roadside Assistance for Your Digital Transformation ([LinkedIn](#))

Blog: Vision and Strategy ([LinkedIn](#))

Blog: The Future of Support ([Digitalist](#))

Blog: Next-Generation Support ([SAP News Center](#))

Blog: Next-Generation Support ([LinkedIn](#))

Blog: When support tickets can talk ([LinkedIn](#))

Blog: Start your Engines! Next-Generation Support for your Intelligent Enterprise Journey ([LinkedIn](#))

Podcast: SAP Customer Support Podcast ([SAP Community](#)) | Building support into the product ([iTunes](#))

Video Resources

Video DSAG Annual Conference 2019 keynote – [Next-Generation Support](#) at 53:17 (German)

Videos from SAPPHERE NOW 2019

[SAPPHERE NOW 2019 update from Andreas Heckmann](#): Learn about SAP's new approach to customer success

[Head of Product Support Mohammed Ajouz](#): Enable Business Outcomes and Run Smoothly with Support from SAP

[Interview - SAP Mentor Ethan Jewett and Andreas Heckmann](#): Ongoing End-to-End Customer Success Services from SAP

[Interview - SAP Mentor Chris Kernaghan and Mohammed Ajouz](#): The Next Generation of Support

Video from SAP TechEd Barcelona 2019: [Interview with SAP Mentor Tom Cenens and Bernhard Luecke](#): Next-Generation Support Channels: What's new and what will be next?

More Information on SAP Support and the Next-Generation Support approach

Webinars

Replay: [Next-Generation Support: Overview Session](#)



Incident Prevention and Self-Service

Blog: Getting Support Your Way: Self-Service ([LinkedIn](#))

Blog: Self-Service Machine Translation for SAP Notes and Knowledge Base Articles in the SAP ONE Support Launchpad ([SAP Community](#))

Video: [Guided Answers](#)

Video: [Cloud Availability Center for SAP SuccessFactors Solutions](#)

Video: [SAP Cloud Trust Center](#)



SAP ONE Support Launchpad

Article: Revolutionizing Web-Based Interactions with SAP Services and Support ([SAP News Center](#))

Article: How Optimized Incident Creation Helps Improve the Customer Support Experience ([SAP News Center](#))

Blog: Tips and Tricks for SAP ONE Support Launchpad ([SAP Community](#))

Blog: How to manage your launchpad notifications settings ([SAP Community](#))

Blog: Improved incident creation – try SAP's new support assistant ([SAP Community](#))

Video: [SAP ONE Support Launchpad](#)

Video: [Optimized Incident Creation](#)

Video: [SMS Notifications for SAP ONE Support Launchpad](#)

Webinar: [SAP ONE Support Launchpad – Overview and How to Get Started](#)

Webinar: [Optimized Incident Creation](#)



Social Media

SAP Support Help on [Twitter](#)

Video series on [YouTube](#)



Schedule an Expert

Schedule an Expert landing page ([SAP Support Portal](#))

Blog: How to “Schedule an Expert” in a live session for your SAP solution ([SAP Community](#))

Video: [Schedule an Expert](#)

Video: [Schedule an Expert for open incidents](#)

Webinar: [Overview Product Support Real-Time Channels](#)

Webinar: [Benefit from Real-Time Conversation with an SAP Expert](#)



Expert Chat

Expert Chat landing page ([SAP Support Portal](#))

Blog: Expert Chat ([LinkedIn](#))

Blog: Live Expert Chat Services ([LinkedIn](#); [Digitalist](#))

Blog: Real-Time Support ([LinkedIn](#))

Video: [Expert Chat](#)

Press release and analyst guidance:

Expert Chat ([press release](#))

Expert Chat in Gartner Note ([press release](#))

Webinar: [Use Expert Chat to Solve Your Technical Problems](#)



Schedule a Manager

Schedule a Manager landing page ([SAP Support Portal](#))

Blog: How to “Schedule a Manager” for a 15-min. phone call ([SAP Community](#))

Webinar: [Schedule a Manager real-time support channel](#)

More information on SAP Support and the Next-Generation Support approach



Ask an Expert Peer

Ask an Expert Peer ([SAP Support Portal](#))

Video: [Ask an Expert Peer](#)

Blog: [Crowdsourcing Customer Service: How Ask an Expert Peer is Changing Real-Time Support](#)

Webinar: [New Product Support Channel: 'Ask an Expert Peer' for SAP SuccessFactors](#)



AI and Machine Learning

Incident Solution Matching landing page ([SAP Support Portal](#))

Video: [Incident Solution Matching](#)

Article: What's in Store for 2020 with Machine Learning in Support ([SAP News Center](#))

Article: The Journey to Autonomous Support Through AI ([SAP News Center](#))

Article: AI and Machine Learning Drive Automation in Product Support ([SAP News Center](#))

Article: Enter the Next Level of Customer Support Experience with AI Technology ([SAP News Center](#))

Article: Customer Convenience through Service Automation ([SAP News Center](#))

Blog: AI-Powered Support: A Guiding Light for Simplified Support ([LinkedIn](#))

Blog: SAP launches an AI enabled incident wizard in SAP ONE Support Launchpad ([SAP Community](#))

Webinar: [Incident Solution Matching – Enabled by Artificial Intelligence](#)

Webinar: [SAP's use of AI in incident management processes](#)

Videos from SAP TechEd Las Vegas 2019

Wieland Schreiner: [Achieve End-to-End Customer Success for Your Intelligent Enterprise](#)

Interview with SAP Mentor Tammy Powlas and Mohammed Ajouz: [The Future of Support - Get Ready for the Automation Storm](#)



Built-in support

Built-in support landing page ([SAP Support Portal](#))

Article: The Built-In Support Effect: Redefining Care For The User Experience ([Digitalist](#))

Blog: Making support smart – built-in support using AI / machine learning ([LinkedIn](#))

Article: The Built-In Support Effect For An Integrated, Intelligent User Experience ([Digitalist](#))

Webinar: [SAP's Built-In Support](#)